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Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler
Serial Number: 09/870,364
Filing Date: May 30, 2001
Examiner/Art Group Unit: Unknown/2167
Title: NON-PAY CUSTOMER RETENTION METHOD

CERTIFICATE OF MAILING AND TRANSMITTAL LETTER

Assistant Commissioner of Patents
Customer Service Center
Initial Patent Examination Division
Washington, D.C. 20231

Sir:

Transmitted with this document is a Postcard; copy of Notice to File Corrected Application Papers; Submission of Substitute Drawings with four (4) sheets of drawings; Request for Correction of Filing Receipt; and copy of Filing Receipt with correction shown in "red" in the above-identified application.

X No additional fee is required.
X Please charge any deficiency or credit any excess in the enclosed fees to Deposit Account Number 25-0115.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Assistant Commissioner of Patents, Washington, D.C. 20231, on August 10, 2001.

Respectfully submitted,

YOUNG, BASILE, HANLON, MacFARLANE, WOOD &
HELMHOLDT, P.C.

William M. Hanlon, Jr.
Attorney for Applicant(s)
Registration No. 28422
(248) 649-3333

3001 West Big Beaver Rd., Suite 624
Troy, Michigan 48084-3107
Dated: August 10, 2001
WMH/jbf



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PATENT

Receipt
#4

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METHOD

**REQUEST FOR CORRECTION OF FILING RECEIPT
DUE TO PATENT OFFICE ERROR**

Assistant Commissioner of Patents
Initial Patent Examination Division
Customer Service Center
Washington, D.C. 20231

Sir:

Applicant respectfully requests that a corrected Filing Receipt be issued in connection with the captioned application. There is an error in the title of the application. The title should read "Non-Pay Customer Retention Method." In this regard, "Nan-Pay" should be changed to -- Non-Pay -- . A copy of the Filing Receipt with the correction shown in "red" is enclosed.

Respectfully submitted,

YOUNG, BASILE, HANLON,
MacFARLANE, WOOD &
HELMHOLDT, P.C.

William M. Hanlon, Jr.
Attorney for Applicant(s)
Registration No. 28422
(248) 649-3333

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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/870,364	05/30/2001	2167	355	SRQ-100-A	4	20	1

CONFIRMATION NO. 8345

FILING RECEIPT



OC00000006371444

William M. Hanlon, Jr.
Young & Basile, P.C.
Suite 624
3001 West Big Beaver Road
Troy, MI 48084

Date Mailed: 08/01/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Raphael M. Segler, Brighton, MI;

Domestic Priority data as claimed by applicant

Foreign Applications

If Required, Foreign Filing License Granted 08/01/2001

Projected Publication Date: To Be Determined - pending completion of Corrected Papers

Non-Publication Request: No

Early Publication Request: No

** SMALL ENTITY **

Title

~~Non-pay~~ customer retention method
should be -- Non --

Preliminary Class

705

RECEIVED

AUG 04 2001

YOUNG & BASILE, P.C.



UNITED STATES PATENT AND TRADEMARK OFFICE



COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/870,364	05/30/2001	Raphael M. Segler	SRQ-100-A

CONFIRMATION NO. 8345

FORMALITIES LETTER



OC000000006371445

William M. Hanlon, Jr.
Young & Basile, P.C.
Suite 624
3001 West Big Beaver Road
Troy, MI 48084

DOCKET # 27668

Due: 10-1-01

Date Mailed: 08/01/2001

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

A copy of this notice MUST be returned with the reply.

AM

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE



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METHOD

SUBMISSION OF SUBSTITUTE DRAWINGS

Assistant Commissioner of Patents
Initial Patent Examination Division
Customer Service Center
Washington, D.C. 20231

Sir:

In response to the Notice to File Corrected Application Papers,
Applicant hereby submits four (4) sheets of substitute drawings (Figures 1-6) which
address the informalities noted by the Examiner in the Notice.

Approval and entry of the substitute drawings is respectively
requested.

Respectfully submitted,

YOUNG, BASILE, HANLON,
MacFARLANE, WOOD &
HELMHOLDT, P.C.

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